

Effective Communication Basics for Work-Based Learning Students

Good communication skills help people build positive relationships, avoid misunderstandings, solve problems faster, and work better as a team. Whether you're in a class, club, sports team, job, or friend group, being able to communicate clearly prevents misunderstandings and helps everyone stay connected, informed, and engaged.

Guiding Principles of Good Communication

1. Clear, consistent communication matters.

Clear communication means sharing information in a way that's easy for others to understand and helps prevent conflict, confusion and mistakes.

2. Everyone shares responsibility for communicating well.

Good communication is a team effort! It is ok to ask questions when you're unsure, confirm details, or repeat important information to help keep everyone on the same page.

3. Two-way communication builds trust.

Two-way communication means both sides share information, listen and respond. Everyone feels more confident and respected when they know they can ask questions and give feedback.

4. People are more engaged when they feel informed and connected.

When individuals know what's going on, they feel more motivated and part of the group. Teams perform better when everyone understands expectations and goals.

5. Everyone should feel respected and heard.

Respect shows up in tone, body language and listening skills. People are more willing to participate and share ideas when they feel respected.

6. Listening to others can spark new ideas.

Active listening means paying attention, not interrupting, and reflecting back what you heard. Collaboration and creativity improve when groups truly listen to one another.

7. Good communication supports a safe and supportive environment.

Supportive communication helps members feel safe from judgment when asking questions or making mistakes. This reduces overall stress for the entire group and makes the group environment healthier and more productive.

Key Takeaways

- Communication is a shared responsibility
- Listening is just as important as speaking
- Trust grows when information flows both ways
- People stay more engaged when they feel included
- Respect strengthens relationships and teamwork
- Clear, consistent messages help avoid misunderstandings and frustration
- Strong communication builds safer, more supportive spaces

1Way

Information is sent in one direction only from sender to receiver.

One-way communication is most often used to give factual information or to persuade the receiver to act a certain way. It allows the sender to control the message without interference, and it's fast and can be cost-effective.

2Way

Both parties involved can transmit information back and forth.

Two-way communication creates greater mutual understanding and allows people to interact with others and build relationships. Continuous two-way communication prevents misunderstandings and one-directional thinking. Improved team alignment and collaboration happens through two-way communication. When employees are used to back-and-forth communication it becomes harder to create siloes.

While in the workplace, you might notice many ways the employer communicates with employees (internal communication) and with customers and the community (external communication).

Each communication channel has its own desired outcome, and understanding when and how to use them helps keep messages clear, professional, and effective.

COMMUNICATION CHANNEL	1-Way	2-Way
Brochure/Flyer	✓	
E-mail		✓
Face-to-Face		✓
Instant Message		✓
Letter/Memo	✓	
Moderated Webinar		✓
Newsletter	✓	
News Release	✓	
Phone Call		✓
Podcast	✓	
Pre-Recorded Webinar	✓	
Social Media		✓
Text Message		✓
Video Conference		✓
Virtual Town Hall		✓
Website	✓	